OLV Desk Reference

Step 1:   Access the WIRM Portal (https://wirm.dhhs.state.nc.us/login.aspx).

Step 2:   Enter Name and Password and press **Enter** or click **Login**.

Step 3:   If a Security Alert window displays, click **Yes**.

Step 4:   If a Security Information window displays, click **Yes**.

Step 5:   Click **Online Verification**.

Step 6:   Click **Begin Case** in the *Actions* box on the left side of the screen.

Step 7:   Click the check box for each program based on the reason for performing the request,

               OR

               To rerun queries on a previous OLV case, click **Load** to the left of an individual's name and continue with Step 11 below.

Step 8:   To search for an Individual in CNDS, enter the search criteria, then select CNDS in the **Service** field drop-down list. Click **Search** or press **Enter**.

               OR

               To search a single system, select from the **Service** field drop-down list.

Step 9:   Searching CNDS displays a list of individuals. If the individual is not found, click **Search Again**. If the individual is found, click **Select** to the left of the matched individual.

Step 10:   Repeat **Search** (Step 8 and Step 9) as many times as needed.

Step 11:   To view individuals in the current OLV case, click **Case Summary** and then click **Results Summary** to begin the queries,

               OR

               Click **Results Summary** to begin the queries.

Step 12: Select the systems individually for each person,

OR

Select **All** at the bottom for each system that needs to be checked for each individual,

OR

Select **All** to the right if all systems need to be checked for an individual,

OR

Select systems based on any combination of the three options above.

Step 13: Click **Send**.

Step 14: To print the Results Summary as a Hit/No Hit Sheet, click **Print** in the upper right corner.

> *NOTE:* *Click **Print** only after receiving the message that the "Service Result Retrieve in Progress is complete".*

Step 15: To view the results, click the Individual's name under **Current Case**.

Step 16: To determine if more details are needed, view the Summary information.

> *NOTE:* *The Summary tab should not be used as the ultimate verification of information.*

Step 17: To view details from a system that returned information, click System Name tab.

Step 18: To print the Summary tab or a single Detail tab, click **Print** in the upper right corner.

Step 19: To print all of the detail tabs, click **Print All** in the upper right corner.

> *NOTE:* *Once in the print view, use Page Setup to change the layout to landscape, and then preview the print job to determine the number of pages you need to print. Viewing the print preview is very important because in some instances, **Print All** produces dozens of pages.*

Step 20: To begin a new OLV case, click **Begin Case** in the Actions box.

Step 21: To log out of OLV manually, click the Logout button; log out each time after you have completed verifications.

> *NOTE:* *The system will automatically time out (log out) after 30 minutes of non-use.*